



# HUMAN RESOURCES

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# RWA HR

Your people  
are your  
biggest asset

## Contact RWA

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# HR services

RWA's HR services enable you to understand where your business risks are before building a support service designed to help your business grow and keep you out of trouble.

We provide a cost-effective service to businesses of all sizes, that is designed to suit your organisation's needs.

RWA HR can provide you with an employment framework so that you can focus on reducing your business risks.

Businesses can start by enrolling in our RWA HR Club, which is a low-cost solution to help you identify your employment law gaps and risks. Alternatively, you can access a range of services, training and consultancy solutions to suit your more urgent needs.

RWA HR services include:

- **HR Risk Audit** - Understand where you need to make improvements
- **Consultancy** - Sometimes you need a second opinion or help to manage a difficult situation
- **Training & Coaching** - Learn about human resources and how to get the best out of your people
- **Policies & Documents** - We don't provide off the shelf templates, which means less risk for you
- **Leadership Development** - Human Resources should be embedded across your business, we can help educate your leadership team

# Regulatory HR support

RWA has a long history of working with Financial Services firms and we are now the leading compliance consultancy firm in the UK for general insurance brokers.

This means that we can also tailor our HR support specifically for those firms regulated by the FCA, which allows us to incorporate regulatory advice, TCF and conduct risk into our advice, including issues arising from IDD and SM&CR.

We have agreements with Aviva and the Compass network, to provide subsidised HR support, which is highly valued by their insurance brokers.

If you would like to have peace of mind from both an employment law and regulatory point of view, then you need the support of an HR firm that understands your industry and the nuances that occur.

Support for Aviva brokers:

Aviva brokers who are signed up to our RWA Compliance package will receive the **RWA HR Risk Audit free of charge** and fully paid for by Aviva. Brokers also get access to a free initial consultation.

Support for Compass Network brokers:

Compass Select brokers get access to the **RWA HR Risk Audit free of charge** and access to the Aviva Development Zone e-learning platform. Along with Westinsure brokers, they also get access to a free initial consultation.

# Why RWA HR?

Unlike law firms and HR consultancies that only appear when there is a problem, our approach is to work alongside you and support your growing business. Getting employment law correct and having a well-trained and motivated workforce will reduce your chances of being exposed to employment law risk.

RWA ensure that your employment contracts and employee handbooks are up to date and we have a range of tools and support services designed to help you embed a culture into your business that focuses on your employees and your business needs.

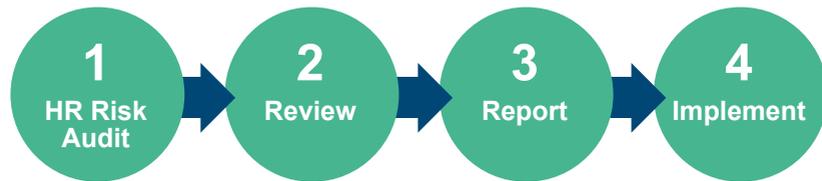
It's really important in today's modern business world that you develop lasting relationships with partners that you trust. That's why we make sure that whoever carries out your HR Risk Audit is the person who becomes your dedicated RWA HR Manager, as they will understand your business and be on hand to answer your questions without providing a generic helpdesk or 'rule book' response.

Your RWA HR Manager will be contactable by email or telephone. Should you have an urgent query and they are not available then we have a specialist team based around the UK that can assist you.

The RWA HR team is headed up by our Chairman and Director of People and Learning, Kate Foreman. Kate and our back-office team will send you regular HR updates by email and will check on the service that you are receiving.

# HR Risk Audit

Do you know where you are most at risk?



We don't believe that you should sign up to any service without knowing what you need first. RWA will never quote for our consultancy services based on the number of your employees, your turnover or the number of offices you have. This is counter productive for you and often leads to unrealistic consultancy costs.

RWA uses a four stage approach to all of our services and the starting point for all of our HR clients is the HR Risk Audit. This Risk Audit will give you a detailed report before we quote for any remedial work and gives you a transparent and independent view of your employment law risks. The Risk Audit is a simple to use tool designed to test your own understanding of your HR operation. The tool will ask

you a series of questions and based on your responses will prompt you to provide evidence, such as a copy of your staff handbook and employment policies, for your RWA HR Manager to review.

We will then review both your answers and your evidence, before writing you a thorough report which includes a graphical representation of your strengths and weaknesses. This allows you to quickly see what you need to do and where you are most at risk.

What you do with the report is up to you. You can implement the recommendations yourself or you can work with your RWA HR Manager who can help do the work for you.

# Knowledge

## Knowledge & skill transfer

The RWA HR team will always educate you, not scare or bully you. Our friendly approach to support means that you will build a relationship with us based on trust and value to your business. Your people are one of your biggest assets and if you look after them and work within the law then you should have a successful, sustainable and growing business for years to come.

RWA HR run workshops that will help you to understand how and why policies and procedures can protect you from litigation. All of our clients can access the Aviva Development Zone, which provides ongoing online learning around business skills and human resources. We can help to establish simple and effective policies from Sickness and Absence to Email and Internet Use. These are all cost effective methods of motivating your employees and protecting your business without the need to feel like you are continually fighting fires around employment law.

We help our HR clients to ensure:

- That they have the right employment contracts in place
- That they have suitable policies and procedures in place
- That they mitigate against the risks of getting employee issues wrong
- That they have a motivated and well trained workforce
- That they know how to deal with difficult situations in a way that looks after the business and the employee

# Face-to-face

## Putting the Human into Human Resources...

We think a face-to-face service is important, too, which is why RWA HR offers on-site support for your business and team.

Your RWA HR Manager will come and visit you when needed for the important things where we can add value, such as board meetings, employee training, workshops, appraisal support, disciplinary support, induction and recruitment assistance.

For tasks such as checking employment contracts, policies and your staff handbooks, these can be completed by us remotely and it helps keep the costs down.

We can build an annual support plan where you pick and choose when you want face-to-face support and spread the costs over twelve months with Direct Debit to make budgeting easy for you. We tailor all of our work to your business so that you know what support you are getting, when you are getting it and what it costs.



# Costs

At RWA HR, we believe in clear and honest pricing and we won't tie you into a long-term contract or expensive insurance policy.

We offer a free thirty minute initial consultation with all of our services, meaning that we can provide advice from day one and outline the best approach for your business.

In today's modern business world, you do not need to sign long term contracts for HR support. Our retainer services last for twelve months and we can even offer flexible payment terms for one-off consultancy work.

Whether you choose the RWA HR Club or consultancy support as required, we are here to build lasting relationships and a sustainable future. That's why we put service before costs.

# RWA HR services

## RWA Services Include:

- Initial Telephone Consultation (30 Mins)
- HR Risk Audit & Report
- Simple Employment Contract
- Aviva Development Zone Licence
- Job Specifications & Job Descriptions
- Job Advert Check
- Face-to-Face Training
- Employment Tribunal
- HR Advice
- Tailored Employee Handbook

## RWA HR Club Membership Includes:

- Initial Consultation
- Annual HR Risk Audit & Report
- 4 Hours Distance Support
- 1 x Aviva Development Zone Licence
- 20% Discounts on HR Consultancy Services
- Regular HR updates & newsletters

Please contact the team at RWA for HR services and HR Club pricing

# Individual policies

RWA HR provides policies for the following topics, with prices starting at just £75:

- References
- Fire Precautions and Drill
- Harassment at work
- Fire Action – Evacuation
- Sickness Absence
- Standards of Dress
- Sick Pay
- Accidents/Incidents
- Smoking at Work
- Maternity & Paternity
- Anti-Bribery & Corruption
- Travelling to Work
- Parental Leave
- Shared Parental Leave
- Disciplinary Procedure
- Alcohol and Substance Abuse
- Jury Service
- Court Attendance
- Grievance Procedure
- Security and Confidentiality
- Medical & Dental Appointments
- Whistleblowing
- Electronic Communications Policy
- Time Off to Deal with Emergencies
- Social Media Policy
- Corporate Social Responsibility
- Health and Safety
- Monitoring
- Environmental Policy
- Driving as part of your work
- Equal Opportunities Policy
- Code of Ethics

Individual policies can be either standard or tailored to your specific needs.

Please contact the team at RWA for individual policy pricing

# Contact us

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Email:

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